



Frequently Asked Questions



Q. How do I get city water turned on for my home or business?

A. You will need to apply in person for water & sewer service at The City of Salisbury's City Office Building, located at 132 N. Main Street, 1st Floor Customer Service Counter. A deposit and service charge is required at the time of request. For more information, contact the City of Salisbury's Water/Sewer Services Billing/Collections Department at 704-638-5300.

Q. How do I get my city water disconnected for my home or business?

A. Contact the City of Salisbury's Water/Sewer Services Billing/Collections Department at 704-638-5300.

Q. Can I pay my city water bill over the phone or on-line via the internet?

A. Yes. To pay your water bill over the phone, contact the City of Salisbury's Water/Sewer Services Billing/Collections Department at 704-638-5300. To pay your water bill on-line, visit the City of Salisbury's website at www.salisburync.gov. Under the heading "Online Services" click the blue "Salisbury Online Water & Sewer Services" button and proceed by establishing an online payment account.

Q. How do I report a water or sewer problem?

A. If the problem occurs during office hours, contact Water Sewer Billing and Customer Service at 704-638-5390. If the problem occurs after hours and it is an emergency, call 704-638-5339

Q. How do I dispute a water/sewer bill which I have received?

A. You may contact the Water/Sewer Services Billing Supervisor at 704-638-5300 to make your dispute.

Q. How do I get power turned on for my home or business?

A. Contact Duke Power Customer Service at 1-800-777-9898 or www.duke-energy.com

Q. How do I get a telephone hooked up at my home or business?

A. Contact Bell South at 1-888-757-6500.

Q. How do I get gas service for my home or business?

A. Contact Piedmont Natural Gas at 704-636-2940.

Q. How do I get Cable TV service for my home or business?

A. Contact Time Warner Cable Customer Service at 704-377-9600. The Time Warner Cable Administrative Office may be reached by calling 704-378-2500.

Q. Can I request that someone come out and locate my underground utilities before I begin any underground construction on my property?

A. Yes, you may call the NC One-Call Center at 1-800-632-4949. Local utilities that subscribe to this service (water/sewer, power, gas, cable and telephone) will come to your property and locate underground utilities to help prevent possible damage during construction. The utility representatives will mark the location of the underground facilities within 48 hours of your call, free of charge. Please note that Salisbury-Rowan Utilities will only locate up to your water meter (generally near your property line) while other utilities may locate up to their meter at your residence.

Q. How do I contact the Rowan County Clerk of Court?

A. Contact the Rowan County Clerk of Court at 704-797-3001.

Q. How do I request a new street light be placed on my street?

A. You may contact the City Engineering Division at 704-638-2141 regarding the steps necessary to request a new street light. The Engineering Division will conduct a study of the location for feasibility and make a determination. Pending this study, the Engineering Division will submit a request to Duke Power to place a new street light on your street.

Q. How do I report a burned out street light?

A. You may contact the Engineering Division at 704-638-2141.

Q. Do I need a permit to connect a new driveway into the street?

A. Yes. You may contact the Engineering Division and speak with the Permit Services Coordinator (PSC) at 704-638-5208 for driveway permit information. Once information is received, the PSC will contact the Street Maintenance Manager (SMM), who will meet with the citizen for a site review. Upon approval by the SMM, the citizen will meet with the PSC to obtain the permit and pay the appropriate fee.

Q. Who can I contact to request that a dead animal be removed from the road?

A. You may contact the Sanitation Department at 704-638-5256 and leave location information. Our crews cannot enter private property to remove a dead animal. The dead animal must be at or in the road.

Q. How do I find out what types of garbage and waste the city will collect?

A. You may contact the Sanitation Department at 704-638-5256 or visit Salisbury Sanitation on the web at <http://www.salisburync.gov/pubserv/sanitation/sanitation.html> .

Q. How can I obtain a garbage and recycling route schedule for my neighborhood?

A. You may contact the Sanitation Department at 704-638-5256 or view an online schedule by visiting www.salisburync.gov/pubserv/sanitation/SollidWastepickupareas.pdf .

Q. How do I request a recycle bin?

A. You may contact Public Services Administration at 704-638-5260.

Q. How do I find out what I may or may not do with my property?

A. You may contact the Development Services Manager at 110 N. Main Street or by calling 704-638-5212.

Q. Where do I obtain information about building permits?

A. You may contact the Rowan County Building Inspectors Office at 704-216-8611. However prior to building permits being issued, a zoning permit must be issued by the respective jurisdiction. If public utilities are available, water and sewer permits may be obtained from the Permit Services Coordinator at 704-638-5208. If private well and septic tank will be utilized, those permits should be obtained from the Rowan County Environmental Health Department at 704-216-8533.

Q. What is the procedure for getting property rezoned?

A. You may contact the Planning Division at 704-638-5244 for rezoning information or to obtain a rezoning petition (also available at www.salisburync.gov/lm&d/zoning.html). The Planning Board holds a courtesy hearing on the matter and submits a recommendation to City Council who then holds a public hearing and makes the final decision.

Q. How can I find out if new construction of major roads will affect my property?

A. You may contact the City Engineering Division 704-216-2718 or 704-638-5200 for this information.

Q. How can I get police service if I am a city resident?

A. If you have an emergency, dial 911. In a non-emergency dial 704-638-5333.

Q. Who do I call to request pick up of a stray animal?

A. Call 704-638-5333 and an animal control officer will be dispatched.

Q. How do I go about requesting a traffic control sign, signal or device for an area of concern?

A. You may submit a request to the City Traffic Engineer at 704-638-5201 or wbrin@salisburync.gov . The City Traffic Engineer will contact you concerning your request.

Q. What number do I call to report a fire or crime?

A. Dial 911.

Q. Who do I contact to schedule a fire inspection for my business?

A. You may contact the Salisbury Fire Marshal Terry Smith at 704-638-4467 or Rowan County Fire Marshal Tom Murphy at 704-216-8916.

Q. How can I find out what recreation activities and events are available to my family?

A. Contact the Salisbury Parks & Recreation Department at 704-216-PLAY or visit www.salisburync.gov/pkrec/

Q. Where can I find a listing of City Park locations?

A. Contact the Salisbury Parks & Recreation Department at 704-216-PLAY or visit www.salisburync.gov/pkrec/

Q. Where do I direct my questions and concerns relative to Rowan Salisbury Schools?

A. Contact the Rowan Salisbury Schools Administration Offices, 110 S. Long Street, E. Spencer, at 704-636-7500

Q. Where can I obtain a marriage license, birth certificate or death certificate?

A. The City of Salisbury does not issue marriage licenses. You may contact the Register of Deeds Office of Rowan County at 704-216-8626 for information.

Q. Who do I contact regarding burning permit information?

A. You may contact Salisbury Fire Marshal Terry Smith at 704-638-4467. In the county, please contact Rowan County Fire Marshal Tom Murphy at 704-216-8916.

Q. How do I find out if I am required to obtain a business license or privilege license?

A. Contact the Finance Department at 704-638-5311 with regards to a business or privilege license.

Q. What is the procedure for generating a complaint in reference to an overgrown lot or unsightly property that needs to be cleaned up?

A. You may contact the Nuisance Code Officer at 704-638-5262 or the Public Services Office 704-638-5260 to generate a complaint. The Officer will go out to the property and make a determination based on City Ordinances that are in place. If it is determined that the property is in violation of City Code, a letter or an order will be sent or issued to the property owner to make this property compliant. If the property owner does not comply within the 15 day time period, the city may issue an action order to have the lot mowed and the property owner will be billed, if not paid in 30 days a tax lien is then placed against the owner of the property by the Rowan County Tax Collector.

Q. What is the procedure for getting a building condemned?

A. The City of Salisbury does not condemn houses. Only a certified building inspector can actually condemn a property. The City may post a house as uninhabitable or unsafe for entry by utilizing the Salisbury Code of Ordinances Chapter 10.

Q. Where do I pay my taxes?

A. You may contact the Rowan County Tax Office, 402 N. Main Street at 704-216-8544.

Q. Who do I contact regarding questions or comments pertaining to Salisbury's Cable Channel 16 (City Government Channel)?

A. Contact the Access 16 Station Manager at 704-638-5320.

Q. How can I be considered to serve as a volunteer on a Board or Commissioner receive information pertaining to local Boards and Commissions?

A. You may obtain information on serving on a Board or Commission by contacting the Salisbury City Clerk at 704-638-5224 or by visiting the City of Salisbury's website at www.salisburync.gov. Please click on the Boards and Commission link (located on the left) to find general information pertaining to Boards and Commissions and an application. All completed applications should be returned to the City Clerk either by mail at 217 South Main Street, Salisbury, NC 28144 or by email at mhear@salisburync.gov or by fax 704-638-8499.

Q. How do I find out what the tax rate is in Salisbury?

A. Contact the City of Salisbury's Finance Department at 704-638-5303. Also, you may visit us on the web at <http://www.salisburync.gov/finance/forms/propertytaxrate.htm>

Q. Is a permit required to have a yard sale; if so, where do I obtain one?

A. The City of Salisbury does not have zoning requirements for yard sales; however signs are not allowed to be placed in the street right of way or on any utility pole or street sign.

Q. Where do I obtain dog permit information?

A. Citizens do not need a City permit for dogs; however citizens must abide by the City Code of Ordinance with regards to Animals and Fowl, Part II, Chapter 5. In addition, citizens must register dogs on their taxes.

Q. Who do I contact about employment with the City of Salisbury?

A. Contact the City of Salisbury's Human Resources Department at 704-638-5217 or visit the Human Resources Department at the City Office Building, 132 North Main Street, 2nd Floor. For a list of current job listings, visit <http://www.salisburync.gov/hr/> and click on the link labeled "Employment Opportunities".

Q. How do I report a pot-hole?

A. Report Pot-holes on city maintained streets by contacting the Street Division of Public Services at 704-638-5251 or via email at sweat@salisburync.gov.
